



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**ACN Communication Services, Inc.**  
**for quarter ending September 30, 2009**

<b>Performance Data</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	0.41	0.40	0.33	0.38
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.25	0.31	0.22	0.26
E. Percent of Service Installations [730.540(a)]	0.00% *	0.00% *	0.00% *	0.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	63.16% *	75.00% *	85.71% *	74.62% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.02	1.09	1.55	1.22
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

No numbers reported on install as ACN does not offer new service installs to its POTS customer base. Where 24 hour repair interval not met, no 24 hour repair interval was offered by the ILEC.



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